

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Total  Exchange  Wire Center

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2016

Reporting Unit Type:

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (08/15/16)			Date filed (12/16/16)			Date filed (02/15/17)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	192.33	84.62	110.27	147.52	149.75	148.70	60.20	57.73	69.95	67.35	77.42	69.65	
	Total # of service orders	198	79	82	107	120	105	71	111	104	109	124	91	
	Avg. # of business days	0.97	1.07	1.34	1.38	1.25	1.42	0.85	0.52	0.67	0.62	0.62	0.77	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	281	148	176	197	219	222	157	221	210	202	201	167	
	Total # of installation commitment met	281	148	176	193	217	218	155	219	210	199	198	167	
	Total # of installation commitment missed	0	0	0	4	2	4	2	2	0	3	3	0	
	% of commitment met	100	100	100	97.97	99.09	98.20	98.73	99.10	100	98.51	98.51	100.00	
<b>Customers</b>	Acct # for voice or bundle, res+bus								14427	14394	14348	14328	14313	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	17584	17446	17389	17327	17258	17172	17141	17040	16903	16843	16851	16697
		Total # of trouble reports	166	105	159	131	172	141	140	128	99	203	115	132
		% of trouble reports	0.94404004	0.60185716	0.91437115	0.76	1.00	0.82	0.82	0.75	0.59	1.21	0.68	0.79
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	44	15	25	27	21	12	40	52	24	59	30	19	
	Total # of repair tickets restored in < 24hrs	44	15	24	27	20	12	39	51	22	59	30	19	
	% of repair tickets restored 24 Hours	100	100	96	100	95.24	100	97.50	98.08	91.67	100	100	100	
	Sum of the duration of all outages (hh:mm)	216:03	119:19	144:13	172:54	129:40	72:43	273:39	301:16	260:21	330:24	190:32	90:08	
	Avg. outage duration (hh:mm)	4:54	7:57	5:46	6:24	6:10	6:03	6:50	5:47	10:50	5:36	6:21	4:44	
	Indicate if catastrophic event is in month								No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets								77	44	143	64	61	
	Total # of all repair tickets restored in < 24hrs								68	37	131	51	55	
	% of repair tickets restored 24 Hours								88.31	84.09	91.61	79.69	90.16	
	Sum of the duration of all outages (hh:mm)								870:44	595:04	1249:24	1108:07	1933:46	
	Avg. unadjusted outage duration (hh:mm)								5:47	13:31	8:44	17:18	31:42	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Answer Time</b> (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing	5526	6059	5599	4493	5335	4772	4310	5513	4846	5216	5413	5237	
	Total # of call seconds to reach live agent	442080	484720	447920	359440	426800	381760	344800	415122	437954	365343	376484	1257978	
	% 60 seconds	95.09	91.26	95.57	95.75	89.28	96.07	92.61	79.80	78.32	85.87	80.47	71.66	

**Primary Utility Contact Information**

Name: Linda Burton

Phone: 559-642-0229

Email: lindab@stcg.net

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Total  Exchange  Wire Center

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2016

Reporting Unit Type:

Reporting Unit Name: Oakhurst (Host)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (08/15/16)			Date filed (12/16/16)			Date filed (02/15/17)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	78.65	43.83	66.39	87.84	83.13	95.25	43.92	33.27	47.47	35	44.63	39.17	
	Total # of service orders	78	35	49	66	63	60	30	60	59	52	64	51	
	Avg. # of business days	1.01	1.25	1.35	1.33	1.32	1.59	1.46	0.55	0.80	0.68	0.70	0.77	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	106	63	87	101	109	111	70	106	112	94	96	80	
	Total # of installation commitment met	106	63	87	98	109	109	68	104	112	94	93	80	
	Total # of installation commitment missed	0	0	0	3	0	2	2	2	0	0	3	0	
	% of commitment met	100	100	100	97.03	100	98.20	97.14	98.11	100	100.0	96.88	100.0	
<b>Customers</b>		Acct # for voice or bundle, res+bus						7038			7028			
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	8927	8856	8836	8796	8751	8703	8685	8666	8645	8632	8623	8580
		Total # of trouble reports	72	39	77	61	59	63	52	64	42	108	53	59
		% of trouble reports	0.81	0.44	0.87	0.69	0.67	0.72	0.60	0.74	0.49	1.25	0.61	0.69
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	14	6	15	9	8	5	14	25	18	35	14	11	
	Total # of repair tickets restored in < 24hrs	14	6	14	9	8	5	14	24	16	35	14	11	
	% of repair tickets restored 24 Hours	100	100	93.33	100	100	100	100	96	88.89	100	100	100	
	Sum of the duration of all outages (hh:mm)	48:55	71:20	98:10	45:54	50:02	30:50	97:02	110:32	246:52	198:54	66:08	42:06	
	Avg. outage duration (hh:mm)	3:29	11:53	6:32	5:06	6:15	6:10	6:55	4:25	13:42	5:40	4:43	3:49	
	Indicate if catastrophic event is in month								No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets								36	26	79	31	32	
	Total # of all repair tickets restored in < 24hrs								32	21	72	24	30	
	% of repair tickets restored 24 Hours								88.89	80.77	91.14	77.42	93.75	
	Sum of the duration of all outages (hh:mm)								323:15	423:28	753:19	703:10	1578:14	
	Avg. unadjusted outage duration (hh:mm)								8:58	16:17	9:32	22:40	49:19	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Answer Time</b> (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% 60 seconds													

**Primary Utility Contact Information**

Name: Linda Burton

Phone: 559-642-0229

Email: lindab@stcg.net

Date Adopted: 7/28/09  
 Date Revised: 12/08/09 (Corrects typographical errors)  
 Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)  
 Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Total Company Exchange    Wire Center

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2016

Reporting Unit Type:

Reporting Unit Name: YMLP

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (08/15/16)			Date filed (12/16/16)			Date filed (02/15/17)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	11.86	6.08	17.52	12.63	9.18	20.02	0.31	8.00	7.85	11.57	4.20	7.93	
	Total # of service orders	9	3	9	9	6	13	4	14	8	12	14	8	
	Avg. # of business days	1.32	2.03	1.95	1.40	1.53	1.54	0.08	0.57	0.98	0.96	0.30	0.99	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	14	8	15	13	15	27	12	22	14	19	18	11	
	Total # of installation commitment met	14	8	15	13	15	26	12	22	14	19	18	11	
	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0	0	0	0	
	% of commitment met	100	100	100	100	100	96.30	100	100	100	100	100	100	
<b>Customers</b>	Acct # for voice or bundle, res+bus								1247	1241	1234	1239	1232	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1382	1363	1352	1337	1332	1328	1321	1313	1307	1306	1300	1295
		Total # of trouble reports	21	11	13	9	15	17	15	10	13	12	3	10
		% of trouble reports	1.52	0.81	0.96	0.67	1.13	1.28	1.14	0.76	0.99	0.92	0.23	0.77
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	2	2	5	2	3	9	8	3	2	0	0	
	Total # of repair tickets restored in < 24hrs	6	2	2	5	2	3	9	8	3	2	0	0	
	% of repair tickets restored 24 Hours	100	100	100	100	100	100	100	100	100	100	100	100	
	Sum of the duration of all outages (hh:mm)	9:33	3:57	1:22	29:25	1:58	14:06	47:23	17:00	4:11	5:40	0:00	0:00	
	Avg. outage duration (hh:mm)	1:35	1:58	:41	5:53	00:59	4:42	5:15	2:07	1:23	2:50	0:00	0:00	
	Indicate if catastrophic event is in month								No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets							9	4	5	2	2		
	Total # of all repair tickets restored in < 24hrs							8	3	5	1	1		
	% of repair tickets restored 24 Hours							88.89	75.00	100.00	50.00	50.00		
	Sum of the duration of all outages (hh:mm)							205:45	78:13	14:25	26:02	71:45		
	Avg. unadjusted outage duration (hh:mm)							22:51	19:33	2:53	13:01	35:52		
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0		
<b>Answer Time</b> (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% 60 seconds													

**Primary Utility Contact Information**

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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Total  Exchange  Wire Center

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2016

Reporting Unit Type:

Reporting Unit Name: BSLK

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (08/15/16)			Date filed (12/16/16)			Date filed (02/15/17)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	13.47	3.77	1.95	3.85	3.11	6.50	0.00	0.38	3.13	0.00	0.08	1.99	
	Total # of service orders	19	4	1	2	3	7	2	3	3	2	3	5	
	Avg. # of business days	0.71	0.94	1.95	1.925	1.04	0.93	0.00	0.13	1.04	0.00	0.03	0.40	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	19	5	3	4	4	10	2	5	5	4	4	6	
	Total # of installation commitment met	19	5	3	4	4	10	2	5	5	4	4	6	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100	100	100	100	100	100	100	100	100	100	100.00		
<b>Customers</b>		Acct # for voice or bundle, res+bus						498			498			
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	595	586	582	584	583	585	584	584	582	568	560	553
		Total # of trouble reports	6	0	1	5	8	9	5	1	2	4	2	3
		% of trouble reports	1.01	0.00	0.17	0.86	1.37	1.54	0.86	0.17	0.34	0.70	0.36	0.54
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0	0	0	0	0	1	1	2	1	0	
	Total # of repair tickets restored in < 24hrs	2	0	0	0	0	0	0	1	1	2	1	0	
	% of repair tickets restored 24 Hours	100	100	100	100	100	100	100	100	100	100	100	100	
	Sum of the duration of all outages (hh:mm)	8:09	0:00	0:00	00:00	00:00	00:00	0:00	23:25	:02	16:19	3:14	0:00	
	Avg. outage duration (hh:mm)	4:04	0:00	0:00	00:00	00:00	00:00	0:00	23:25	:02	8:09	3:14	0:00	
	Indicate if catastrophic event is in month								No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets							1	1	3	1	2		
	Total # of all repair tickets restored in < 24hrs							1	1	3	1	2		
	% of repair tickets restored 24 Hours							100	100	100.00	100	100.00		
	Sum of the duration of all outages (hh:mm)							23:25	:02	16:57	3:14	24:20		
	Avg. unadjusted outage duration (hh:mm)							23:25	:02	5:39	3:14	12:10		
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0		
<b>Answer Time</b> (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% 60 seconds													

**Primary Utility Contact Information**

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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Total    Exchange    Wire Center

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2016

Reporting Unit Type:

Reporting Unit Name: MMPA

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (08/15/16)			Date filed (12/16/16)			Date filed (02/15/17)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	26.31	16.35	10.37	22.96	24.55	5.04	7.95	3.77	6.92	6.65	10.92	5.76	
	Total # of service orders	31	16	9	15	21	5	15	10	12	25	21	13	
	Avg. # of business days	0.85	1.02	1.15	1.53	1.17	1.01	0.53	0.38	0.58	0.27	0.52	0.44	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	52	33	30	42	36	20	31	28	30	47	38	31	
	Total # of installation commitment met	52	33	30	41	35	20	31	28	30	47	38	31	
	Total # of installation commitment missed	0	0	0	1	1	0	0	0	0	0	0	0	
	% of commitment met	100	100	100	97.62	97.22	100	100	100	100	100	100	100	
<b>Customers</b>		Acct # for voice or bundle, res+bus						2118			2107			
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2899	2880	2839	2838	2828	2814	2772	2704	2695	2723	2786	2781
		Total # of trouble reports	26	18	21	27	21	13	22	24	17	35.00	22.00	22.00
		% of trouble reports	0.90	0.63	0.74	0.95	0.74	0.46	0.79	0.89	0.63	1.29	0.79	0.79
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	5	2	6	4	2	3	13	1	9	7	3	
	Total # of repair tickets restored in < 24hrs	8	5	2	6	4	2	3	13	1	9	7	3	
	% of repair tickets restored 24 Hours	100	100	100	100	100	100	100	100	100	100	100	100	
	Sum of the duration of all outages (hh:mm)	80:42	39:32	22:29	19:38	9:31	21:06	27:36	129:19	6:16	54:48	87:14	29:18	
	Avg. outage duration (hh:mm)	10:05	7:54	11:14	3:16	2:22	10:33	9:12	9:56	6:16	6:05	12:27	9:46	
	Indicate if catastrophic event is in month								No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets													
	Total # of all repair tickets restored in < 24hrs													
	% of repair tickets restored 24 Hours													
	Sum of the duration of all outages (hh:mm)													
	Avg. unadjusted outage duration (hh:mm)													
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Answer Time</b> (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% 60 seconds													

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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Total  Exchange  Wire Center

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2016

Reporting Unit Type:

Reporting Unit Name: MRPS

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (08/15/16)			Date filed (12/16/16)			Date filed (02/15/17)				
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	62.04	14.59	14.04	20.24	29.73	21.88	8.01	12.32	4.58	13.67	17.59	14.81		
	Total # of service orders	61	21	14	15	27	20	20	24	22	19	22	14		
	Avg. # of business days	1.02	0.69	1.00	1.35	1.10	1.09	0.4	0.51	0.21	0.72	0.80	1.06		
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	90	39	41	37	55	54	42	60	49	38	45	39		
	Total # of installation commitment met	90	39	41	37	54	53	42	60	49	35	45	39		
	Total # of installation commitment missed	0	0	0	0	1	1	0	0	0	3	0	0		
	% of commitment met	100	100	100	100	98.18	98.15	100	100	100	92.11	100	100		
<b>Customers</b>	Acct # for voice or bundle, res+bus								3526	3520	3523	3521	3513		
<b>Customer Trouble Report</b>															
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	3781	3761	3780	3772	3764	3742	3779	3773	3674	3614	3582	3488	
		Total # of trouble reports	41	37	47	29	69	39	46	29	25	44	35	38	
		% of trouble reports	1.08	0.98	1.24	0.77	1.83	1.04	1.22	0.77	0.68	1.22	0.98	1.09	
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines									3526	3520	3523	3521	3513
		Total # of trouble reports													
		% of trouble reports													
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	14	2	6	7	7	2	14	5	1	11	8	5		
	Total # of repair tickets restored in < 24hrs	14	2	6	7	6	2	13	5	1	11	8	5		
	% of repair tickets restored 24 Hours	100	100	100	100	85.71	100	92.86	100	100	100	100	100		
	Sum of the duration of all outages (hh:mm)	68:42	4:29	22:10	77:56	68:07	6:4	101:36	20:59	2:58	54:40	33:54	18:44		
	Avg. outage duration (hh:mm)	4:54	2:14	3:41	11:08	9:43	3:2	7:15	4:11	2:58	4:58	4:14	3:44		
	Indicate if catastrophic event is in month								No	No	No	No	No		
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets								11	8	29	16	15		
	Total # of all repair tickets restored in < 24hrs								9	8	26	14	13		
	% of repair tickets restored 24 Hours								81.82	100.00	89.66	87.50	86.67		
	Sum of the duration of all outages (hh:mm)								85:44	31:48	241:40	157:23	155:51		
	Avg. unadjusted outage duration (hh:mm)								7:47	3:58	8:20	9:50	10:23		
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0		
<b>Answer Time</b> (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing														
	Total # of call seconds to reach live agent														
	% 60 seconds														

**Primary Utility Contact Information**

Name: Linda Burton

Phone: 559-642-0229

Email: lindab@stcg.net

Date Adopted: 7/28/09  
 Date Revised: 12/08/09 (Corrects typographical errors)  
 Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)  
 Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)